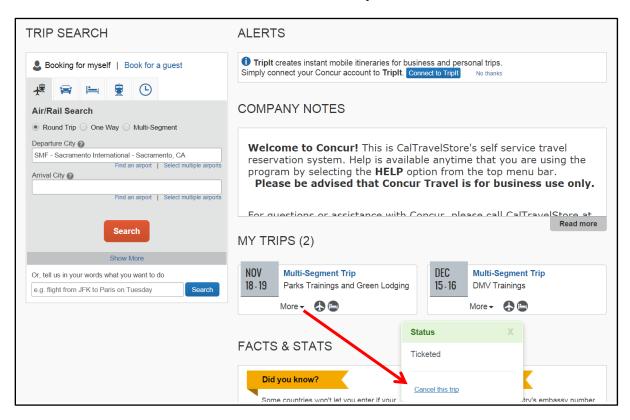
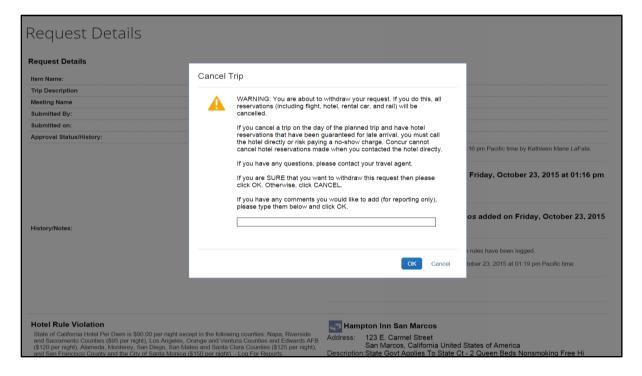
## **How to Cancel Your Entire Trip in Concur**

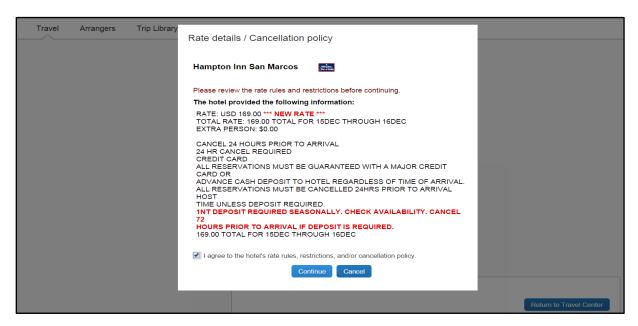
Under your My Trips section on the Concur home page, click **More** for the trip you would like to cancel and then click **Cancel this trip**.



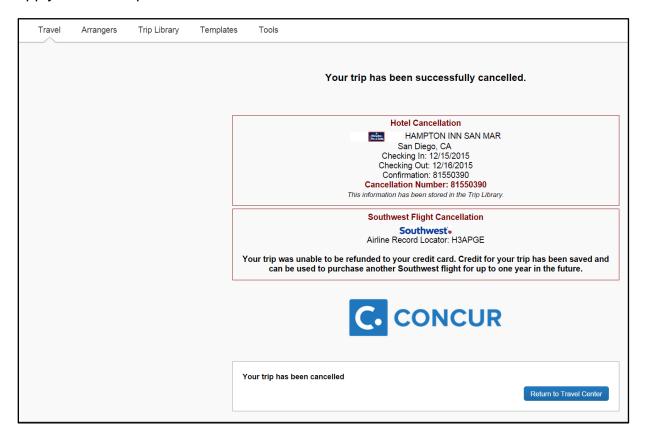
A Warning message will pop up advising that you are about to withdraw your request and your entire reservation (including air, hotel, rental car and rail) will be cancelled. Select **OK** if you wish to proceed in cancelling your reservation.



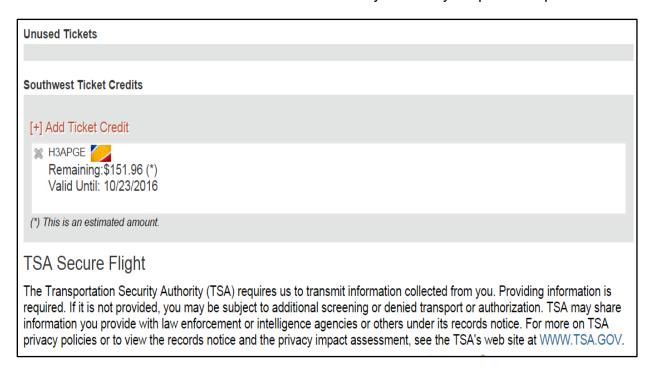
If your trip included a hotel reservation, you will need to agree to the hotel's rate details and cancellation policy. Select the checkbox and click **Continue**.



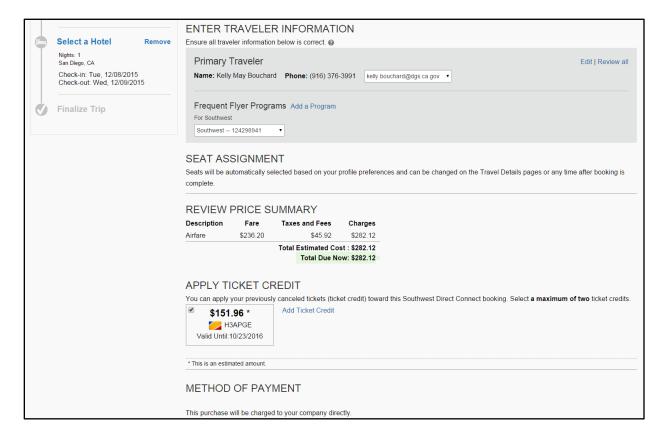
If your trip included a hotel reservation, you will receive a hotel-generated cancellation number, which will be stored in your Trip Library. If your ticket is refundable, your ticket will be voided or refunded, as applicable. If your ticket is non-refundable, and you cancel it in accordance with the airline rules, a ticket credit will be retained that you can apply to future trips.



The Southwest Airline ticket credit will automatically store in your personal profile.



The next time you go to book a trip, the Southwest ticket credit will be on the Review and Reserve Flight page under Review Price Summary. Check the box to use the ticket credit for the new reservation.



Once you confirm and purchase the new ticket, you will see the ticket credit applied to the reservation and any remaining amount will be charged to the department's account.

